



February 14, 2008

Mr. Doug Porter
Ms. Heidi Robbins Brown
DSHS Health and Recovery Services Administration
PO Box 45500
Olympia, WA 98504-5500

**ProviderOne Project Quality Assurance Report
Reporting Period: January 2008**

Dear Mr. Porter and Ms. Robbins Brown:

Enclosed is our Quality Assurance report for the January 2008 reporting period. The revised CNSI workplan remains in draft although many of the issues previously identified have been resolved. The current draft plan contains approximately eight to nine weeks of schedule contingency for integration testing and user acceptance testing (UAT) tasks. Adding the contingency to the plan and decreasing the overlap of critical tasks has resulted in a 6-month push to the go-live date, from the previously scheduled July 2008, date, to December 2008. While the new schedule provides a more accurate view of the work effort, it is still aggressive and active management of *any* slippage will be required.

Integration Testing is in its ninth week. CNSI's February 1, 2008 Integration Test Summary Report indicates test case execution and passage rates are below planned goals. CNSI's development and testing resources for Round 1 and Round 2 are the same. When resources are directed to repair defects in Round 1, Round 2 progress is delayed until these resources are assigned back on Round 2 testing. Because of the level of technical and subject matter knowledge required to develop and execute test cases, as well as dependencies between the two rounds, it is difficult for CNSI to add additional resources for each round. This has caused delays in test results delivery as well. These delays create inefficiencies in the allocation and scheduling of state resources. It also compresses test results review into a very tight timeline. Additional delays to the overall go-live date are likely unless CNSI can increase testing execution and approval rates.

The state and CNSI are working on very detailed mitigation strategies that should increase the velocity for execution and delivery. This process has only just begun so it is too soon to see if it will sufficiently decrease the schedule risk.

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Additional details related to project status and recommendations are provided in the enclosed report. Please don't hesitate to call Kimberly Rau or me at 360.956.9064 if you have any questions or concerns.

Sincerely,

Kathleen Nolte

Kathleen Nolte
Director

cc: Robin Arnold-Williams, Secretary
Gary Robinson, Director, Department of Information Services
Blake Chard, Deputy Secretary
Kathy Leitch, Assistant Secretary, ADSA
Rob St. John, Chief Information Officer
Rich Campbell, Director, Audit and Information Systems Division
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